

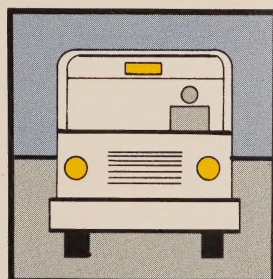
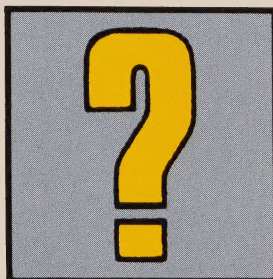
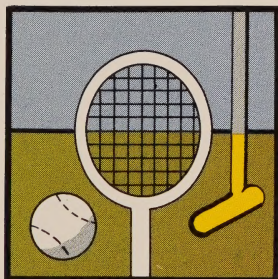
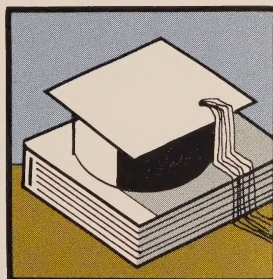
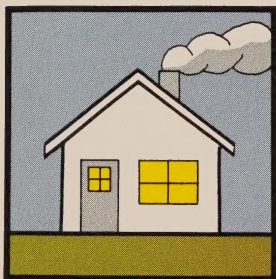
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The


# Guide

## for Senior Citizens

### Services and Programs in Ontario



Ontario



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# Introduction

This Guide for Senior Citizens describes the many programs and services available to Ontario's senior citizens. It does not describe each program in detail. Instead, the Guide gives a brief description of each service and tells you how to contact additional people when you need more help.

The Ministry of Citizenship's Office for Senior Citizens' Affairs has an information service which may be reached by dialing, free of charge, 1-800-267-7329 (if you live in Ontario, outside of Toronto). If you live in Toronto the information service can be reached by dialing 327-2422.

A listing of Ontario Government services is found under "Government of Ontario" in your phone book's blue pages. If you cannot find what you need in the blue pages, call the **General Inquiry Service**, free of charge, from anywhere in Ontario. The telephone number for your area is listed on page 2, under **General Inquiry Service**, of this Guide. Operators at these numbers answer questions or refer callers to other places for more information.



**This publication is also available in:**



**Chinese  
English  
French  
Greek  
Italian  
Polish  
Portuguese  
Braille  
Audio Cassette**

**Pour obtenir la version française du guide, prière de  
communiquer avec l'Office des personnes âgées en  
composant le:**

**(416)327-2422 (Toronto)**

**ou**

**1-800-267-7329**

**(sans frais pour toutes les autres régions de la province)**

**The information in this booklet is not intended to be a  
substitute for Acts and Regulations.**

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## Personal Record

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone Number \_\_\_\_\_

Ontario's Health 65 Card Number \_\_\_\_\_

Old Age Security (pension number) \_\_\_\_\_

Social Insurance Number \_\_\_\_\_

Name and Telephone Number of:

Closest relative \_\_\_\_\_

Friend \_\_\_\_\_

Clergy \_\_\_\_\_

Doctor \_\_\_\_\_

Drug Store \_\_\_\_\_

Lawyer \_\_\_\_\_

MPP \_\_\_\_\_

Office for Senior Citizens' Affairs (416) 327-2422

Outside the Toronto area

dial toll-free

1-800-267-7329

Public Health Unit \_\_\_\_\_

Ambulance \_\_\_\_\_

Fire Department \_\_\_\_\_

Police \_\_\_\_\_

# Inquiries

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## Office for Senior Citizens' Affairs

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The Office for Senior Citizens' Affairs meets with seniors and groups that serve seniors. It helps make sure that Ontario's policies and programs consider and mirror seniors' needs.

It also prepares and offers workshops, books, pamphlets and videotapes that help professionals working with community organizations meet the needs of today's seniors.

The Office for Senior Citizens' Affairs promotes June as **Senior Citizens' Month**. Each year it calls for nominations for the **Ontario Senior Achievement Awards**. The awards are presented at a June ceremony.

The Office offers information about programs and services for seniors and produces print materials of interest to seniors.

These print materials for seniors include:

- \**Song books*, including one of Christmas songs
- \**Planning Events*, to help seniors plan, produce and promote community events
- \**How to Choose the Right Place*, to help in choosing the right housing
- \**It's Your Show*, to help seniors plan, produce and promote stage shows

For a full list of services, call the Office for Senior Citizens' Affairs.



If you have questions about Government programs and services, call or write the Office's Information and Referral Service. This service is offered in English and French.

For more information about the Office for Senior Citizens' Affairs, call or write:

Office for Senior Citizens' Affairs,  
76 College Street,  
Sixth Floor,  
Toronto, Ontario  
M7A 1N3

Telephone: (416) 327-2422  
Outside the Toronto area,  
toll free 1-800-267-7329

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## General Inquiry Service

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To contact other Ontario Government offices, call:

Toronto ..... (416) 965-3535  
Ottawa ..... (613) 238-3630  
London ..... (519) 675-7729  
Sudbury ..... (705) 675-4574  
Thunder Bay ..... (807) 475-1110

From other parts of Ontario, call "0" and ask the Bell operator for Zenith Ontario.

A TDD (telecommunication device for the deaf) information and referral service on Government services can be reached at:

Toronto ..... (416) 965-5130  
Ottawa ..... (613) 787-4043  
Ontario wide ..... 1-800-268-7095

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## Ministry of Northern Development and Mines - Northern Development Officers

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The Ministry of Northern Development and Mines has 28 offices in Northern communities.

At these offices Northern Development Officers provide information about Government programs and services. If needed, an Officer will visit your home.

Call or write Northern Development Offices at:

### Northeastern Ontario (Area Code 705)

#### **Blind River**

Shopping Mall  
Causley Street  
P.O. Box 760  
P0R 1B0  
356-2226

#### **Chapleau**

31 Birch Street E.  
P0M 1K0  
864-1515

#### **Cochrane**

161 Sixth Avenue  
P.O. Box 668  
P0L 1C0  
272-4274  
272-4275

### Northeastern Ontario (Area Code 705)

#### **Elliot Lake**

10 Brunswick Walk  
P5A 2A8  
848-7133

#### **Espanola**

Espanola Mall  
P.O. Box 636  
Hwy. 6 South  
P0P 1C0  
869-1532

#### **Hearst**

904 George Street  
Box 1688  
P0L 1N0  
362-4358

**Iroquois Falls**

260 Main Street  
P.O. Box 460  
P0K 1G0  
232-4001

**Mindemoya**

King and Young Sts.  
Box 128  
P0P 1S0  
377-5396

**North Bay**

267 Main Street W.  
P1B 2T8  
472-3911

**Wawa**

27 Gold Street  
P0S 1K0  
856-2354

**Northwestern Ontario  
(Area Code 807)****Atikokan**

123 Marks Street  
Box 940  
P0T 1C0  
597-2701

**Kapuskasing**

Model City Mall  
P5N 2E9  
335-6008

**Moosonee**

Main Street  
Box 307  
P0L 1Y0  
336-2991

**Parry Sound**

70 Church Street  
P2A 1Y9  
746-4296

**Kirkland Lake**

32 Prospect Avenue  
P.O. Box 100  
P2N 3M6  
567-3291

**New Liskeard**

310 Whitewood Ave.  
Box 68  
P0J 1P0  
647-7391

**Sturgeon Falls**

191 Main Street  
P0H 2G0  
753-2900

**Dryden**

34A King Street  
P8N 1B3  
223-5231

**Fort Frances**

529 Mowat Ave.  
P9A 1Z1  
274-5329



**Geraldton**

305 Main Street  
Box 69  
P0T 1M0  
854-0266

**Ignace**

100 Main Street  
Box 196  
P0T 1T0  
934-2260

**Kenora**

12 Main Street  
Box 5050  
P9N 3X9  
468-5548

**Marathon**

2 Stevens Avenue  
Box 280  
P0T 2E0  
229-1153

**Nipigon**

16 Front Street  
Box 8  
P0T 2J0  
887-3230 (Tues.,  
Wed., Thurs. only)

**Rainy River**

408 Atwood Avenue  
Box 430  
P0W 1L0  
852-3287

**Red Lake**

276 Howey Street  
Box 950  
P0V 2M0  
727-2870

**Sioux Lookout**

42 King Street  
Box 147  
P0V 2T0  
737-1318

**Thunder Bay**

428 Victoria Ave.  
East  
P7C 1A5  
475-1425

If you live in a northern area not covered in the above,  
dial "0" and ask for **Zenith 33160**.

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## Ontario Ministry of Community and Social Services

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This Ministry has many services for seniors. It has offices in:

### Southeastern Region

**Kingston**

1055 Princess Street  
Suite 103  
Kingston, Ontario  
K7L 4X8  
(613) 545-0539

**Ottawa**

10 Rideau Street  
7th Floor  
Rideau Centre  
Ottawa, Ontario  
K1N 9J1  
(613) 234-1188

**Peterborough**

60 Hunter Street E.  
Peterborough, Ontario  
K9H 1G5  
(705) 742-9292

### Southwestern Region

**Hamilton**

P.O. Box 2112  
119 King Street W.  
6th Floor  
Hamilton, Ontario  
L8N 3Z9  
(416) 521-7280

**London**

495 Richmond Street  
6th Floor  
London, Ontario  
N6A 5A9  
(519) 438-5111  
(Seniors Dept.)

**Waterloo**

75 King Street S.  
5th Floor  
Waterloo, Ontario  
N2J 1P2  
(519) 886-4700

**Windsor**

250 Windsor Avenue  
1st Floor  
Windsor, Ontario  
N9A 6V9  
(519) 254-1651

**Central Region****Barrie**

34 Simcoe Street  
Box 910  
Barrie, Ontario  
L4N 6T4  
(705) 737-1311

**Mississauga**

1140 Burnhamthorpe  
Road West  
Suite 212  
Mississauga, Ontario  
L5C 4E9  
(416) 897-3100

**Toronto**

2195 Yonge Street  
9th Floor  
Toronto, Ontario  
M7A 1G1  
(416) 965-1433

**Northern Region****North Bay**

222 McIntyre St. W.  
Suite 406  
North Bay, Ontario  
P1B 2Y8  
(705) 474-4452

**Sudbury**

111 Larch Street  
Suite 1, 8th Floor  
St. Andrew's Place  
Sudbury, Ontario  
P3E 4T5  
(705) 675-4515

**Thunder Bay**

710 Victoria Avenue  
Suite 301, 3rd Floor  
Thunder Bay, Ontario  
P7C 5P7  
(807) 475-1345  
(807) 622-2272



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## Community Information Centres

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Community Information Centres (CICs) are local organizations which provide information and advice about both provincial and local services. A listing of CIC locations follows:

Ajax-Pickering .....	(416)686-2661
Alliston .....	(705)435-4900
Amherstburg, Anderdon and Maldon .....	(519)736-5471
Ancaster .....	(416)648-6675
Aylmer .....	(519)773-5301
Barrie .....	(705)728-1010 or 728-1011
Belle River .....	(519)728-1435
Belleville .....	(613)969-0130
Brampton .....	(416)793-4111
Brantford .....	(519)753-3171
Burlington .....	(416)639-4212
Caledon .....	(519)584-9460
Cambridge .....	(519)740-3030
Cannington .....	(705)432-2636
City of York .....	(416)652-2273
Cobourg .....	(416)372-8913
Collingwood .....	(705)445-0641
Downsview .....	(416)633-1067
Dundas .....	(416)627-5461
Elmira .....	(519)669-5139
Erin .....	(519)833-9696
Essex .....	(519)776-4321
Etobicoke (YMCA) .....	(416)252-6471 ext. 1218/129
Fergus .....	(519)843-5020

Gloucester .....	(613)741-0770
Guelph .....	(519)821-0632
Haliburton .....	(705)457-2733
Hamilton-Wentworth .....	(416)528-0104
Keswick .....	(416)478-4140 or 722-6521
Kingston (Information) .....	(613)542-7317
Kitchener .....	(519)579-3800 or 653-5705
Lakefield .....	(705)652-8655
Leamington .....	(519)326-8629
London .....	(519)432-2211
Malton .....	(416)677-6585
Markham .....	(416)294-4300 or 731-3145
Milton .....	(416)875-4636
Mississauga .....	(416)629-1873
Mount Forest .....	(519)323-4480
Niagara Falls .....	(416)356-4636
North York:Fairview Information .....	(416)493-0752
Link Information .....	(416)395-5591
Oakville .....	(416)845-3255
Orangeville .....	(519)941-6931
Orillia .....	(705)326-7743
Oshawa .....	(416)434-4636
Ottawa-Carleton .....	(613)238-2101
Ottawa (Old Forge) .....	(613)829-9777
Peterborough .....	(705)743-2523
Peterborough Seniors' Council .....	(705)742-7067
Port Colborne .....	(416)834-0515
Port Perry .....	(416)985-8461
Richmond Hill Information .....	(416)884-3000
or (Volunteers) .....	(416)884-3839
Rexdale .....	(416)741-1553

Sarnia .....	(519)336-2422
Sault Ste. Marie .....	(705)949-6565
Scarborough .....	(416)321-6912
Simcoe .....	(519)426-6655 or (416)772-3828
St. Catharines .....	(416)682-6611
Stratford .....	(519)273-5250
St. Thomas .....	(519)631-1100
Sudbury .....	(705)674-4636
Thunder Bay .....	(807)345-4009
Tilbury .....	(519)682-2268
Tillsonburg .....	(519)842-9007
Toronto:	
Bloor Information .....	(416)531-4613
or LEGAL .....	531-7376
Metro Information .....	(416)392-0505
Neighbourhood Information .....	(416)698-1626
Neighbourhood Information Post .....	(416)924-2543
Parkdale Information .....	(416)393-7689
Connect Information Post ..	(416)534-3561 or 534-3562
Waterdown .....	(416)689-7880
Welland .....	(416)682-6611
Whitby .....	(416)668-0552
Windsor .....	(519)253-6351 or 253-9122
Woodbridge .....	(416)851-2333
Woodstock .....	(519)539-4889



# Community Services

Several Ontario programs have services for people who need help with daily living and/or health needs.

Many of these programs are offered by various levels of Government. In addition to offering a range of services that help older adults needing health-related assistance, many non-profit and voluntary organizations also offer recreational, social and leisure time activity programs.

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## Alzheimer Programs

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**Alzheimer Day Programs** help people with Alzheimer's Disease. Program activities help these people make use of their existing abilities as much as they can. These programs usually take place in community centres. Many offer group activities.

**Respite Care Services** help families who care for relatives with Alzheimer's Disease. This allows those who give care to have some time off. A trained respite provider makes planned home visits of several hours or emergency visits. As well as looking after the person with Alzheimer's Disease, some respite providers do light housework, prepare meals, do laundry, and offer personal care.

Some Alzheimer Day Programs and Respite Care Services offer advice and education to those who give care. More information can be found in all Ministry of Community and Social Services' offices. See page 6 for a full list of these offices.

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## Elderly Persons'/Older Adults' Centres

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Non-profit groups or local governments operate Elderly Persons' Centres or Older Adults' Centres. These centres have social, recreational and cultural events for seniors. Some have learning programs that help seniors deal with aging and retirement. They may also offer home support.

More information about home support services is on page 16.

Call the nearest Ontario Ministry of Community and Social Services office to learn where these centres are.

Page 6 of this Guide has a list of Ministry of Community and Social Services' offices.

You can also call your local Community Information Centre. See page 8 for a list of these Centres.

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## Home Care Program

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The Ontario Home Care Program organizes in-home services for eligible seniors.

There are two parts of this Ontario-wide program. **Acute Home Care** is for short-term active help. **Chronic Home Care** meets long-term needs.

For both, **doctors apply for Home Care for their patients.**

A home care case manager decides if a person should get home care. The manager will also refer people who do not qualify for home care to other places for help.

One or more services (such as visiting nurses, physiotherapy, occupational therapy or speech therapy) can be provided.

Home care may arrange for more help. This can include counselling and visiting homemaker services. Hospital and sick room equipment, transportation and portable meals can also be provided.

Patients and their families help make plans for patients in the programs. These care plans are aimed at helping patients become more able to look after their personal and daily care needs.

The team works with the family to give needed care and provides emotional support to the patient and the family.

You can get more details from your doctor or from your local Home Care Program. See "*Home Care*" in the "*Government of Ontario*" part of your local phone book's blue pages, or call or write:

Ontario Ministry of Health  
Community Health Branch  
Home Care Program  
15 Overlea Boulevard, 6th Floor  
Toronto, Ontario  
M4H 1A9

Telephone: (416) 963-1364

You can get the pamphlet: "*Home Care Program -- There's No Place Like Home*" from:

Ontario Ministry of Health  
Health Information Centre  
Hepburn Block, 9th Floor  
Queen's Park  
Toronto, Ontario  
M7A 1S2

Telephone: (416) 327-4327  
or toll-free - 1-800-268-1153



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## Homemakers and Nurses Services Program

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This program serves elderly, physically disabled people or people recovering from illnesses. The services allow these people to stay in their homes instead of going to an institution.

Homemakers may prepare meals, shop, do laundry, or offer housekeeping or personal care.

Nurses make sure that the medical plan of care (changing bandages, checking the effect of medicine, etc) is followed. Nurses also help with such things as bathing, skin care and toileting.

Social service departments of local governments and of Native Indian bands manage these services. Managing organizations use their own nurses or homemakers, or the services of other groups. Other groups include the Victorian Order of Nurses, the St. Elizabeth Order of Nurses, the Red Cross, and the Ontario Association of Visiting Homemakers.

Payment for these services is in keeping with the person's ability to pay. The person must live in the area where they apply for the service.

You can get more information from your municipal social services office, or the nearest office of the Ontario Ministry of Community and Social Services. See page 6 for a list of these offices.

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## Home Support Program

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Non-profit agencies, some homes for the aged, some local governments and Native Indian bands offer home help services. These services help senior citizens stay in their own homes. They include:

- \*meals on wheels
- \*diner's club (wheels to meals)
- \*respite care services
- \*senior day care programs
- \*home help
- \*home repair
- \*transportation (to shopping and doctor appointments)
- \*friendly visiting
- \*security checks

Non-profit corporations offering these services get funding from the Ontario Ministry of Community and Social Services. You can get more information by calling the nearest Ministry office (See page 6).

---

## **Integrated Homemaker Program**

---

The Ontario Government offers an Integrated Homemaker Program (IHP) for frail seniors and disabled adults who need homemaker help to stay in their homes.

Homemakers do housekeeping, cooking, laundry and shopping. They also help with personal needs such as dressing and grooming.

For more information call the closest Home Care Program listed under "*Home Care*" in your phone book's white pages. You can also call the closest Ministry of Community and Social Services office (See page 6)

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## **Senior Citizens' Clubs**

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Many places have senior citizens' clubs. These clubs offer social, recreational, learning and information services.

To find out if there is a club near you, call your closest Community Information Centre.

See page 8 for a list of Centres.

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## **Volunteers in Service**

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Through its Senior Volunteers in Service program, the Ministry of Community and Social Services invites seniors to help each other.

For more information, call the closest office of the Ministry of Community and Social Services.

See page 6 for a list of offices.

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## Volunteering

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Taking part in volunteer work can help people feel good about themselves.

There are thousands of ways to volunteer in Ontario.

To find out about these, call your closest Volunteer Centre. The Centre will arrange volunteer work to suit you.

If you live in Toronto, call the Volunteer Centre's Retirement PLUS program at 961-6888.

If you live outside of Toronto, call Volunteer Ontario at (416) 236-0588.

(People there will help you contact your closest volunteer centre.)

---

## Seniors Information Service (Toronto Area Office)

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Toronto's Seniors Information Service has information about community services for seniors living in Metro Toronto.

Senior volunteers offer information, referral and advice.

The service is open from Monday to Friday, between 9 a.m. and 4 p.m.

The telephone number is (416) 965-5103.



# Education

Most school boards, universities and colleges offer courses to seniors for free, or at a low rate.

Many college courses help senior citizens deal with retirement planning and the problems of retirement.

Civic departments such as Parks and Recreation, as well as some community groups, may also offer learning programs.

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## Post-Secondary Education

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*"Horizons"* is a small book printed by the Ministry of Colleges and Universities. It gives details on Ontario college and university programs and what you need to get into them.

You can get *"Horizons"* free by calling, or writing:

Public Inquiries Unit  
Ministry of Education  
13th Floor, Mowat Block  
Queen's Park  
Toronto, Ontario  
M7A 1L2

Telephone: (416) 965-6407 (Toronto and area)  
1-800-387-5514 (other places in Ontario)

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## Secondary School Education

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Schools offer many credit and interest courses in their night school and continuing education programs. Your board of education can give you more information. *"Adult Education: It's Never Too Late to Learn"*, is a book from the Ministry of Education. It tells you about older student credits, night school and correspondence education.

The Ministry of Education's Independent Learning Centre offers free home-study courses. People in Ontario can choose from 120 courses in English, or 24 courses in French.

Students can work on a high school diploma or try courses that improve their knowledge of things that interest them. Lessons and most learning materials are loaned for free.

The Independent Learning Centre's counselling service gives advice on how to choose courses and how to sign up. More information is given in the yearly *"Independent Learning Centre Student Guide"*, and *"Course Guide"*. To get these, call or write:

Independent Learning Centre  
909 Yonge Street  
Toronto, Ontario  
M4W 3G2  
Telephone: (416) 965-2657 (Toronto and area)  
1-800-387-5512 (other places in Ontario)

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## Open College

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CJRT offers an Open College that broadcasts some university courses. There are no entrance requirements for these courses. Cost is low for people 60 years of age or older.

Some courses can be heard on CJRT-FM in and around Toronto. Other courses are offered on audio tapes or by mail.

CJRT Open College is on cable in:

- \*Cornwall
- \*Deep River
- \*Dryden
- \*Elliot Lake
- \*Geraldton
- \*Hornpayne
- \*Huntsville
- \*Kapuskasing
- \*Kenora
- \*Kingston-Gananoque
- \*London
- \*North Bay
- \*Parry Sound
- \*Pembroke
- \*Sudbury
- \*Timmins

Open College offers many subjects including:

- \*Aging and You: An Introduction to Gerontology**
- \*Canadian Literature**
- \*Economics**
- \*Ethnic Relations**
- \*History**
- \*Management**
- \*Nutrition**
- \*Politics**
- \*Psychology**

*"Open College Calendar"* contains more information.  
To get a copy of the calendar please write or phone:

Open College  
297 Victoria Street  
Toronto, Ontario  
M5B 1W1

(416) 595-0485



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## Elderhostel Canada

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Elderhostel Canada arranges educational courses for people 60 or older. Courses take place at colleges and universities. Students live on campus.

A friend, over 50 years of age, may accompany a student who is 60 or older.

All parts of Canada, more than 1,600 places in the U.S., and 56 other countries offer Elderhostel programs.

Costs are low and programs appeal to older adults who want to learn and be adventurous.

For four free catalogues each year, mail your name and address to:

Elderhostel Canada  
Suite 300  
33 Prince Arthur Avenue  
Toronto, Ontario  
M5R 1B2

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## Third Age Learning Associates (TALA)

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Third Age Learning Associates (TALA) is a senior volunteer group. It offers advice to seniors who want to set up their own university level programs.

TALA has more than 30 Ontario groups. Others may be found in both Eastern and Western Canada and in the U.S.

Courses keep seniors up to date on things such as the Environment, Government and Arts and Sciences.

TALA offers the book *"Keeping Your Mind Alive"*, the philosophy, psychology and "how to" of Third Age Learning.

For further information please write to:

Third Age Learning Associates  
174 York Hall, Glendon College  
2275 Bayview Avenue  
Toronto, Ontario  
M4N 3M6

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## TVOntario

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TVOntario features programs and series of special interest to senior citizens. Information on growing old can be gained from subjects such as retirement, fitness and health care.

TVOntario also offers part-time learning on programs using TV and print materials. Many subjects are covered.

Watch the newspaper TV lists for programs you want to see. Senior citizens' clubs and other senior groups can rent TVOntario videotapes and materials. Materials are made available at low costs.

For more information on how to rent tapes and other material, or to sign up for courses, call or write:

TVOntario  
Customer Service  
P.O. Box 200, Station Q  
Toronto, Ontario  
M4T 2T1

Telephone: (416) 484-2610 (Videotapes)  
(416) 484-2612 (Publications)

For toll-free dialing in Ontario:

Audience Relations .....	1-800-268-8840
Client Services .....	1-800-668-9974
Main Switchboard .....	1-800-268-8840
.....	1-800-387-8434
.....	1-800-387-8437
.....	1-800-387-8450

# Financial

In this section of the Guide you will find information about financial programs that help seniors.

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## Old Age Security (OAS)

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If you are 65 or over and meet residence requirements, you can get a full or partial Old Age Security pension. To receive this pension you must apply to Health and Welfare Canada.

For information about Old Age Security call or write the nearest Income Security Program office, listed under *"Health & Welfare"* in the *"Government of Canada"* part of your phone book's blue pages.

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## Guaranteed Income Supplement (GIS)

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People getting the Old Age Security pension who need financial help may be eligible for the Guaranteed Income Supplement (GIS).

To find out if you are entitled to get GIS you must fill out a GIS application form. An application for GIS is mailed, at your request, once your Old Age Security Pension is approved for payment.

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## Spouses' Allowance

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A 60-to-64 year-old spouse of a person who is getting OAS may be able to get **Spouse's Allowance**. The spouse must meet residence requirements and the couple's income must be within set limits. **You must fill out an application each year if you still need Spouses' Allowance.** Otherwise, payments will be discontinued.



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## Widowed Spouses' Allowance

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Financial help is offered to the legal or common-law spouse of someone who has died. To get the Widowed Spouse's Allowance, the survivor must be 60 to 64 years old and meet both residence and income rules.

Application forms may be found at your nearest Income Security Programs office. Offices are listed under "*Health and Welfare*" in the "*Government of Canada*" part of your phone book's blue pages. **You must fill out an application each year if you still need this allowance. Otherwise, it will be discontinued.**

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## Canada Pension Plan (CPP)

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The Canada Pension Plan offers retirement pensions, living spouse benefits and disability benefits.

If you are at least 60 years of age, you may be eligible for full or partial CPP retirement benefits, provided you have contributed to the plan.

**You must apply to get these benefits.**

For more information, or to get application forms, call your closest Income Security Program office. These offices are listed under "*Health & Welfare*" in the "*Government of Canada*" part of your phone book's blue pages.

Please give your full name and social insurance number when calling your Income Security Program office.

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## Ontario Guaranteed Annual Income System (GAINS)

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Seniors who get the Guaranteed Income Supplement and whose incomes are below Ontario's guaranteed income level get financial help from GAINS. No application is needed.

For a free booklet and more information, call the Ontario Ministry of Revenue's Information Centre. The call is free from anywhere in Ontario.

In all areas dial 1-800-263-7965  
or 1-800-263-7776 (TDD)

### Or write to:

Ministry of Revenue  
Guaranteed Income and Tax Credit Branch  
P.O. Box 624  
33 King Street West  
Oshawa, Ontario  
L1H 8H8

### Or visit:

The Public Enquiry Centre  
Ministry of Revenue  
50 Grosvenor Street  
Toronto, Ontario  
M5S 2V3

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## Family Benefits

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People aged 60 and over, who are not eligible for federal retirement benefits (i.e. OAS, GIS, Spouses' Allowance), and who need financial help may be able to get Family Benefits. For those who qualify for Family Benefits and live in a nursing home or home for the aged, a monthly personal needs allowance provides spending money.

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## General Welfare Assistance

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Seniors in financial need may be able to receive short-term help with general living costs, such as food and shelter, and special items such as dental or eye care, hearing aids, transportation to doctors, or burials.

For more information call your municipal social service department or the nearest office of the Ontario Ministry of Community and Social Services (see page 6). The book *"Income Maintenance Handbook"* describes GAINS, Family Benefits and General Welfare Assistance. It can be ordered from the closest Ministry office.

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## Unemployment Insurance

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Seniors are eligible to collect unemployment benefits in the event they are unemployed and actively seeking work. This is retroactive to September 23, 1988. Seniors who can prove they were available for work may be eligible for retroactive benefits.

To get more information contact a Canada Employment Centre listed in the *"Government of Canada"* part of your phone book's blue pages.

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## Veterans Affairs Canada

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### War Veterans Allowance/Civilian War Allowance

War veterans and certain civilians (or their dependents or survivors) may be eligible for financial and/or health care assistance.

### Pensions for Service Disabilities

Veterans can learn about applying for a pension, or an increase in pension, for disabilities received during war service by contacting the nearest Veterans Affairs office.

### Veterans Independence Program/Health Care Benefits

Veterans may also be eligible for financial help with home and health services.

Call a Veterans Affairs office to learn more about these programs. Office addresses and phone numbers are in the *"Government of Canada"* part of your phone book's blue pages. You can also get information by calling Veterans Affairs at:

*Ministry of Citizenship  
Office for Senior Citizens' Affairs*

Toronto 226-5226.  
In area code (807) 1-800-387-0930  
In area codes (416)  
(519) (613) (705) 1-800-387-0919

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## **Soldiers' Aid Commission**

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This Commission offers emergency and special help to eligible war veterans and/or their families.

For information write or call:

Soldiers' Aid Commission  
Commission Office  
700 Bay Street  
2nd Floor  
Toronto, Ontario  
M7A 1E9

Telephone: (416) 965-4891

You can get information about Ontario's health programs and services from the Ontario Ministry of Health.

This Ministry prepares print materials about such things as nutrition, dental health, home care and nursing homes.



# Health

The Health Information Centre can answer any questions you have. You can also get free print materials prepared by the Ministry.

The Centre's address and phone number is:

The Health Information Centre  
Ministry of Health  
Hepburn Block, 9th Floor  
Queen's Park  
Toronto, Ontario  
M7A 1S2

Telephone: (416) 327-4327  
or call-free 1-800-268-1153

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## Ontario Health Insurance

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The Ministry of Health manages the province-wide Ontario Health Insurance Program. On January 1, 1990 health insurance payments were removed for Ontario citizens. For those under 65 with a Health Card or those over 65 with a Health 65 Card, the Ontario Health Insurance Program pays most medical costs, including visits to family doctors and hospital treatments.

To get a Health 65 card, you must be legally allowed to stay in Canada and have your home in Ontario. Seniors who travel outside the province must spend four months, one after the other, in Ontario to be covered by the Ontario Health Insurance Program. Please call your nearest Ministry of Health office if you:

- \*get married, divorced, or separated
- \*change your address
- \*plan to leave Ontario for more than three months
- \*need more information about what is covered while outside Ontario or Canada.

### **Barrie**

30 Poyntz Street  
L4M 3P2  
(705) 726-0326  
1-800-461-7597

### **Hamilton**

119 King Street West  
P.O. Box 2280, Stn A  
L8N 4C8  
(416) 521-7100  
1-800-263-2187  
(From Area 416 and  
519)

### **Kenora**

100 Main Street South  
P9N 1S9  
(807) 468-2869  
1-800-465-1141  
(807 area only)

**Kingston**

1055 Princess Street  
P.O. Box 9000  
K7L 5A9  
(613) 546-3811  
1-800-267-0933

**Mississauga**

201 City Centre Drive  
P.O. Box 7020, Stn A  
L5A 2T4  
(416) 275-2730  
Zenith 96420  
(from Caledon area)  
1-800-387-9468  
(from Area 416)

**Owen Sound**

981 2nd Avenue East  
N4K 2H5  
(519) 376-6447  
1-800-265-3190

**Kitchener**

Canada Life Square  
Main Floor  
235 King Street East  
N2G 4N5  
(519) 745-8421  
1-800-265-2385

**Oshawa**

Executive Tower  
Oshawa Centre  
419 King St. W.  
P.O. Box 635  
L1H 8L4  
(416) 434-3700  
1-800-263-3814  
(from Area 416)  
1-800-263-3952  
(From Area 705, 519,  
613)

**Peterborough**

Park Lane Plaza  
815 High Street  
K9J 8J9  
(705) 743-2140  
1-800-461-1934

**London**

227 Queens Avenue  
P.O. Box 5700, Termi-  
nal A  
N6A 4L6  
(519) 433-4561  
1-800-265-4703

**Ottawa**

Fuller Building  
75 Albert Street  
K1P 5Y9  
(613) 783-4400  
1-800-267-1912

**St. Catharines**

59 Church Street  
3rd Floor  
L2R 3C3  
(416) 682-6658  
1-800-263-4973

**Sarnia**

452 Christina Street  
North  
N7T 5W4  
(519) 337-2348  
1-800-265-1453

**Sault Ste. Marie**

205 McNabb Street  
2nd Floor, Suite 205  
P6B 1Y3  
(705) 759-8598  
1-800-461-2215

**Sudbury**

199 Larch Street  
8th Floor  
P3E 5R1  
(705) 675-4261  
1-800-461-4006

**Thunder Bay**

435 James Street  
South  
P.O. Box 5000  
P7C 5G6  
(807) 475-1351  
1-800-465-5067

**Timmins**

38 Pine Street North  
101 Mall, Suite 110  
P4N 6K6  
(705) 264-5388  
1-800-461-9829

**Toronto**

2195 Yonge Street  
(at Eglinton)  
P.O. Box 1700, Stn A  
M5W 1G9  
(416) 482-1111

**Windsor**

1427 Ouellette Avenue  
N8X 1K1  
(519) 258-7560  
1-800-265-4840

**Head Office**

49 Place d'Armes  
P.O. Box 38  
Kingston, Ontario  
K7L 5J2  
(613) 548-7878

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## Ontario's Drug Benefit Program for Senior Citizens

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People covered under Ontario's Drug Benefit Program, can have many prescriptions filled at no charge. The medicine must be ordered by a person licensed to practice in Ontario. The medicine must also be on the list of drugs approved by the Ministry of Health.

People 65 years old or older can get Drug Benefit if they are legally allowed to stay in Canada and live in Ontario.

Tourists, transients and visitors to Ontario are not covered.

Approved persons will be given an Ontario Health 65 card.

No person may use another's Health 65 card.

Payment for drugs begins on the first day of the month after you turn 65 or the first day you live in Ontario. If your marital status changes, please call the nearest office of the Ministry of Health, Health Insurance Division.

Drugs bought before you receive your Ontario Health 65 card may be paid for. Keep the receipts until you get your Health 65 card. Call the Drug Benefit Payment Office to apply for a refund.



If you are planning a trip outside Ontario, you may need an extra supply of drugs. Prescriptions from outside of Ontario are not covered for payment.

Please talk with your Ontario doctor and druggist about your need for prescription drugs.

You can get up to a 250-day course of treatment if you are 65 or older, or if you receive Family Benefits and have a valid Drug Benefit Eligibility card.

People who get General Welfare and have valid monthly Drug Benefit Eligibility Cards can receive up to a 35-day course of treatment. Treatment is offered for the month in which the card is valid.

You can also buy private medical insurance to cover the cost of prescription drugs bought outside Ontario.

**More information, and the "*Registration for Ontario Health Coverage*" form is provided by:**

Ontario Ministry of Health  
Finance and Accounting Branch  
Drug Benefit Payment Unit  
P.O. Box 78  
Kingston, Ontario  
K7L 5K2  
Telephone: (613) 548-6552

(416) 965-9337 (Toronto area)

or any Ministry of Health Office. (see page 34)

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## Health 65 Card

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Persons turning sixty-five will automatically be mailed a new Health 65 Card. This card is used by senior citizens of Ontario as identification for physician, hospital and other health services including the Ontario Drug Benefit Program.

To obtain a Health 65 Card you must be legally allowed to stay in Canada and have your home in Ontario.

Tourists, transients and visitors to Ontario are not covered.

The Health 65 Card can also be used to obtain free, or reduced rates or admission to all provincial parks and many historical and cultural sites in Ontario. Some municipal transit systems, as well as some business firms, also offer special rates to senior citizens.

For further information regarding Health 65 Cards, please contact the nearest Ministry of Health office (see page 35 of this Guide).

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## Assistive Devices Program (ADP)

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The Assistive Devices Program (ADP) gives financial help to people who live in Ontario and who have long-term physical problems.

It helps pay for certain necessary equipment and services.

ADP will pay up to 75 per cent of the cost of:

- \*manual and powered wheelchairs
- \*specialized seating inserts for wheelchairs
- \*some specialized mobility aids such as walkers
- \*ostomy supplies and related accessories
- \*prosthetic devices, including artificial limbs, eyes, and breasts
- \*respiratory equipment, such as compressors, suction machines, and tracheotomy tubes

Call ADP for information about getting help with the 25 percent part of the cost not covered, or the cost of equipment not allowed under ADP.

A number of volunteer groups (e.g. Ontario March of Dimes, Cancer Society, Easter Seal Society) or local governments' social service departments also have this information.

ADP may also help with buying hearing aids for people 19 years old or older.

Changes in ADP to cover incontinence supplies, as well as visual aids, orthotics and communication aids, except eyeglasses, are being introduced in phases.

For more details about this help, call ADP at:

963-1956 in Toronto

1-800-268-6021 toll-free in Ontario.

Telephone Device for the Deaf (TDD)  
dial 1-800-268-6023.

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## Public Health Services

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All Public Health units in Ontario offer public health services that help seniors keep their health and independence, and stay in their own homes.

These services are given by many health professionals such as nurses and nutritionists. Services can cover such things as group health education classes, health counselling and advice to families.

Call your nearest Public Health Unit for more information. A list of offices is found under "*Public Health*" in the "*Municipal*" part of your phone book's blue pages.

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## **St. John Ambulance**

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### **Healthy Aging**

A course to help seniors learn how to keep their good health and stay independent.

### **Healthy Retirement**

A course to help people handle the emotional changes of aging, and lifestyle changes of retirement.

### **Caring for the Aging**

A 21-hour course that gives caregivers knowledge and skills needed to care for an older person.

To find out if these courses are offered in your community call the closest St. John Ambulance listed in the white pages of your phone book. You can also call:

St. John Ambulance, Ontario Council  
46 Wellesley Street East  
Toronto, Ontario  
M4Y 1G5

Telephone: (416) 923-8411



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## Addiction Research Foundation

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The Addiction Research Foundation's Drug and Alcohol Information Line is free, 9 a.m. to 9 p.m., seven days a week. It offers more than 60 short audiotapes about alcohol and other drug subjects.

If calling from a touch-tone phone, follow directions given when the call is answered. If calling from a dial phone, please wait a minute and a staff person will help you.

Some tapes are in Greek, Chinese, Italian, Spanish and Portuguese.

For further information call:

595-6111 (in Toronto)

1-800-387-2916 (outside of Toronto).

# Housing

Senior citizen housing is for seniors who can look after their own needs. It is not for people who need the kind of care offered in long term care facilities.

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## Assisted Rental Housing

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Assisted rental housing is available through the Ontario Housing Corporation and non-profit housing agencies.

### **Ontario Housing Corporation.**

The Ontario Housing Corporation has many assisted rental buildings in Ontario. Rents are set at 25 per cent of tenants' incomes in these buildings.

### **Non-Profit Housing**

Municipalities and community groups in many parts of Ontario have formed non-profit housing corporations. Rents are set at 25 per cent of income in many of the units owned by non-profit housing corporations.

For more information about Assisted Housing, contact your municipal office. Look under "*Housing*" in the "*Municipal (city) Government*" part of your phone book's blue pages.

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## Landlords and Tenants -- Laws and Rights

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Workers at 21 rent review offices throughout Ontario can answer questions. They will also try to settle rent disputes between owners and tenants.

Two pieces of legislation control actions of owners and tenants in Ontario. These are called "The Residential Rent Regulation Act" and "The Landlord and Tenant Act".

Among other things, "The Residential Rent Regulation Act" lays out how much owners can raise rents. Rents above the allowed rate will be subject to a rent review.

"The Landlord and Tenant Act" deals with owner-tenant problems such as eviction, tenants' rights to privacy and upkeep duties of owners and tenants.

For more information, call the nearest rent review office. See "*Housing - Ministry of*" in the "*Government of Ontario*" part of your phone book's blue pages.

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## Ontario Home Renewal Program

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The Ontario Home Renewal Program offers loans of up to \$7,500 to help homeowners with incomes below a certain level to bring their houses up to municipal standards. Depending on income, some of the loan may not have to be repaid. The loans help improve such things as structural and sanitary conditions, and plumbing, insulation, heating and electrical work.

Loans of up to \$15,000 are offered to families with incomes below a certain level to make their homes more suitable for disabled persons or elderly persons with mobility problems who live in the home. Depending on how long you remain in the home, some or all of the loan may not have to be repaid. Forgiveness of the loan is earned through continued ownership and occupancy. You cannot receive loans for work that is done without prior approval.

These programs are offered through the Ontario Ministry of Housing. They are run by local governments.

For more information, call your local municipal office or:

Ontario Ministry of Housing  
Housing Field Operation  
777 Bay Street, 2nd Floor  
Toronto, Ontario  
M5G 2E5

Telephone: (416) 585-6430

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## Residential Rehabilitation Assistance Program (RRAP)

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RRAP gives financial help to low-income homeowners who must make major repairs to homes they own and in which they live.

The amount of help homeowners can get is based on the cost of allowed repairs, where they live and total income.

Under RRAP for the Disabled, people who have, or will have, a disabled person living in their home (or rental units) may be able to get financial help to cover the cost of improving their home to make it easier for disabled persons to live there.

Both programs are offered by the federal government through the Canada Mortgage and Housing Corporation.

Both Homeowner RRAP and RRAP for the Disabled are offered all over the province.

You can not receive loans for work done without prior approval.

For more information, call your nearest CMHC office or your local municipal office.

# Long Term Care

As part of its effort to improve the well-being of Ontario citizens, the Government of Ontario has begun major changes in its long term care system. These changes will improve services for elderly persons and people with physical disabilities.

The goal of **Long Term Care Reform** is to increase independence, dignity and choice for each person. The changes will place more emphasis on services offered in the home and community.

The Ontario Government has outlined its plans and directions for changes in long-term care services in a booklet "*Strategies for Change*". You may get an English or French copy from Ministry of Community and Social Services Area Offices (see page 6), District Health Councils, or by calling or writing to:

Publications Ontario  
880 Bay Street  
Fifth Floor  
Toronto, Ontario  
M7A 1N8

Telephone 326-5300 (in Toronto)

Outside Toronto you can get copies of "*Strategies for Change*" by telephoning (416) 326-9755 ,or toll-free 1-800-668-9938.



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## Extended Health Care Program

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Under the Extended Care Program, a person in a nursing home or a home for the aged pays part of the cost of room and board. The rest is paid by the Ontario government.

The person's cost is adjusted every three months.

You may get this help if you are covered by Ontario Health Insurance and need at least 1 1/2 hours of skilled nursing and personal care each day.

Please talk about this program with your doctor. If you need such care your doctor will fill out an application for you.

For more information call or write:

Ontario Ministry of Health  
Finance and Accounting Branch  
Nursing Homes Unit  
15 Overlea Boulevard, 3rd floor  
Toronto, Ontario  
M4H 1A9  
Telephone: (416) 965-1506

You may get walk-in service about this program at the Toronto Public Inquiry Centre, 50 Grosvenor Street.

Extended Care is described more in the *"Long Term Care"* part of this book. Look under *"Homes for the Aged"* and *"Nursing Homes"*.

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## Chronic Care Program

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Care in a hospital can be for a short-term illness or a long-term disorder or chronic illness.

People needing long-term in-hospital care usually get "chronic care". They need regular care provided by skilled professionals.

After 60 days of receiving chronic care, patients pay part of the cost of their room and board. Health care costs are paid for by the Ontario government. The patient's part of the cost for room and board is adjusted every four months.

There are some exemptions to this form of cost sharing. The book *"Sharing the Cost of Chronic Care"* has more information about chronic care, cost sharing, and exemptions.

For this book write or call:

Ontario Ministry of Health  
Health Information Centre  
Hepburn Block, 9th Floor  
Queen's Park  
Toronto, Ontario  
M7A 1S2

Telephone: (416) 327-4327  
or toll-free: 1-800-268-1153  
OHIP Hotline: 1-800-268-1154

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## Placement Co-ordination Services

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Placement Co-ordination Services started in 1979 and can now be found in 22 places in Ontario. The Ministry of Health pays for the service. It helps people needing long term care find a place that meets their needs.

If your town or city has a Placement Co-ordination Service, all applications for nursing homes or homes for the aged will be sent to this service. For more information or to find out if your town has this service, call or write:

Program Development Officer  
Placement Co-ordination Services,  
Ministry of Health  
Community Health Programs Branch  
15 Overlea Blvd., 6th Floor  
Toronto, Ontario  
M4H 1A9  
(416) 963-2789

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## Homes for the Aged

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Homes for the aged offer long-term care to seniors who are not able to care for themselves in their own homes. Homes for the aged are run by local governments or charitable groups. Services are paid for by the Ministry of Community and Social Services. All offer live-in care for seniors who need less than 1 1/2 hours of nursing and personal care each day.

Most offer extended care services for those who require more than 1 1/2 hours of care each day.

*Ministry of Citizenship  
Office for Senior Citizens' Affairs*

Most homes have special programs that allow seniors to stay for a short time. In this way, seniors get to know the home before they move in. Short stays may be used at other times for seniors who need to be looked after while families or caregivers are on holiday.

Some homes also offer services in small, home-like satellite centres. People living in these satellite centres have access to all services provided by the homes for the aged. Many homes for the aged offer day programs and other support services.

For more information about homes for the aged in your town or city, call the nearest office of the Ministry of Community and Social Services (see page 6).

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## Nursing Homes

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Most nursing homes are owned and run by small or large businesses. All are licensed by the Ontario Ministry of Health. Nursing homes are for people who do not need hospital care. They are for people whose nursing needs cannot be met by relatives, friends or other caregivers at home.

Most people in nursing homes get extended care as offered through the Ministry of Health's Extended Care Program. It offers care for those who need at least 1 1/2 hours of nursing and personal care each day.

To get addresses of nursing homes call or write:

Ontario Ministry of Health  
Nursing Homes Branch  
15 Overlea Blvd., 5th Floor  
Toronto, Ontario  
M4H 1A9

Telephone: (416) 963-1038

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## **Rest and Retirement Homes**

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Rest and retirement homes provide accommodations and services for seniors. Most are run by private groups. Some are small, supervised homes. Others are large luxury buildings that offer many recreation and personal care services.

Residents generally pay the full cost of living in rest and retirement homes. Costs can cover meals, housekeeping, supervision and personal care.

Care in rest and retirement homes is not covered by provincial regulations or guidelines. Rest and retirement homes are subject to public health standards for fire and building safety.

For more information call or write:

Ontario Long Term Residential Care Association  
2857 Sherwood Heights Drive, Unit 3  
Oakville, Ontario  
L6J 7J9

Telephone: (416) 829-2999

# Other Services

---

## Consumer Information Services

---

The Ontario Ministry of Consumer and Commercial Relations offers information and help through its **Consumer Information Centre** in Toronto. The same services are also offered in eight service centres across Ontario.

The **Consumer Information Centre** has information about Ministry programs and services. It offers many ministry and government books and papers. It also handles questions from the public.

Speech and/or hearing impaired people who have a TDD (Telecommunications Device for the Deaf) can call the Toronto Centre. Calls are free. For further information contact:

The Consumer Information Centre  
555 Yonge Street  
Toronto, Ontario  
M7A 2H6

Telephone: (416) 326-8555  
TDD (416) 326-8566  
Toll-free: 1-800-268-1142

**Consumer Services Bureaus** may be found in eight Ontario cities. They accept complaints about unfair business practices and offer copies of Ministry publications. Their addresses and phone numbers are:



**Hamilton**

119 King Street W.  
5th Floor  
P.O. Box 2112  
Hamilton, Ontario  
L8N 3Z9  
Telephone:  
(416) 521-7554

**London**

P.O. Box 5600  
80 Dundas Street East  
London, Ontario  
N6A 2P3  
Telephone:  
(519) 675-7605

**Ottawa**

10 Rideau Street  
Room 200  
Ottawa, Ontario  
K1N 9J1  
Telephone:  
(613) 787-4048

**Peterborough**

139 George Street N.  
Peterborough, Ontario  
K9J 3G6  
Telephone:  
(705) 743-8728

**Sudbury**

199 Larch Street  
2nd Floor  
Sudbury, Ontario  
P3E 5P9  
Telephone:  
(705) 675-4378

**Thunder Bay**

P.O. Box 5000  
435 James St. South  
Thunder Bay, Ontario  
P7C 5G6  
Telephone:  
(807) 475-1641

**Toronto**

555 Yonge Street  
8th Floor  
Toronto, Ontario  
M7A 2H6  
Telephone:  
(416) 326-8600

**Windsor**

250 Windsor Avenue  
6th Floor  
Windsor, Ontario  
N9A 6V9  
Telephone:  
(519) 254-6413

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## Criminal Injuries Compensation Board

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The Criminal Injuries Compensation Board can award money to those hurt by violent crimes. Crimes must have taken place in Ontario, and have ended in personal injury or death. A victim, a victim's dependents, survivors of a dead victim, or a person who takes care of a victim may receive money.

**Applications should be made within one year of the date of injury or death.** You may get a booklet giving more details from:

The Criminal Injuries Compensation Board  
439 University Avenue  
17th Floor  
Toronto, Ontario  
M5G 1Y8

Telephone: (416) 326-2900

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## Driver's Licence

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Car drivers who are 80 years old or older must take eye, written, and road tests each year. For business vehicles, these tests and a doctor's report are needed each year after age 65.

For more information and early licence renewal, call your nearest Driver Examination Centre. Look under *"Transportation - Ministry of"* in the *"Government of Ontario"* part of your local phone book's blue pages.

You can also get information from:

The Ministry of Transportation  
Licensing Assistance Section  
2680 Keele Street  
Downsview, Ontario  
M3M 3E6

Telephone: (416) 235-2999

(Note: For vehicle information, call this number.)

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## Energy

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The Ministry of Energy has an information service about energy-related subjects. It offers advice and small books about ways of improving home energy use. It also has information about government programs that help Ontario homeowners use less energy.

For information, please write or call:

Ontario Ministry of Energy  
56 Wellesley St. W., 9th Floor  
Toronto, Ontario  
M7A 2B7

(416)327-1234 (in Toronto)  
Zenith 80420 (toll-free outside Toronto)

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## Fishing Licences

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People in Ontario between ages 18 and 64 need a licence to fish. If you are 65 or over, you do not need a licence.

For information about fishing, seasons and rules, please call or write:

Ontario Ministry of Natural Resources  
Public Information Centre  
99 Wellesley Street West  
Room 1640  
Queen's Park  
Toronto, Ontario  
M7A 1W3

Telephone: (416) 965-7883

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## Funding Sources for Senior Groups

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### The Access Fund

The Access Fund is a joint program of the Ontario Office for Disabled Persons and the Ontario Office for Senior Citizens' Affairs to increase physical access to existing community meeting rooms and public facilities. Grants of up to \$50,000 are available for approved renovations.

To be eligible, organizations must be private, non-profit and must have been incorporated for at least one year prior to applying for an Access Fund grant. Also eligible are municipally-sponsored Elderly Persons' Centres and Disabled Persons' Centres.

For further information contact:

Access Fund  
Ontario Office for Disabled Persons  
2nd Floor  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6

Telephone: (416)326-0166 (in Toronto)  
Toll-free outside Toronto: 1-800-387-4456  
Voice/TDD: Extension 66

## **New Horizons Program**

New Horizons is a program managed by Health and Welfare Canada. It offers funding to groups of 10 or more older and retired persons.

New Horizons' grants help groups that want to begin activities that help themselves and their communities.

Activities include crafts and hobbies. Historical, cultural, and educational projects also receive support. Activities that offer community services or involve sports, recreation, fitness and performing arts can also receive grants.

To get free information on "New Horizons", or for more help, call or write:

New Horizons Program  
2300 Yonge Street  
Suite 1104  
Toronto, Ontario  
M4P 1E4

Telephone (416)973-1997



## Seniors Independence Program

The Seniors Independence Program (SIP) provides funds for useful projects suggested by groups.

Most approved projects help seniors maintain their health and the ability to look after themselves.

SIP also offers services that make programs and information about health, education and social welfare available to seniors.

SIP encourages seniors to be involved in projects that improve their well-being.

For more information, call or write:

Seniors Independence Program (SIP)  
Suite 1104  
2300 Yonge Street  
Toronto, Ontario  
M4P 1E4

Telephone: (416)973-1997

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## Legal Aid

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The Ontario Legal Aid Plan may pay for all or part of needed lawyer or legal help if you cannot pay for it.

Seniors who get both Old Age Security and the Guaranteed Income Supplement may be able to get help preparing their Wills.

Legal aid is offered in 47 parts of Ontario.

Look under "*Lawyers for Legal Aid*" in your phone book yellow pages for addresses and numbers or call or write:

Ontario Legal Aid Plan  
70 Centre Avenue  
Toronto, Ontario  
M5G 2E7  
Telephone: (416) 598-0200

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## Community Legal Clinics

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The Ontario Legal Aid Plan pays for 69 Community Legal Clinics in Ontario. These centres can help you with problems with unemployment insurance, welfare, Workers' Compensation, owner-tenant problems, debtor-creditor problems and other things. To get the name and address of your closest Legal Aid office, look in the yellow pages of your phone book under "*Lawyers*".

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## **The Advocacy Centre for the Elderly**

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The Advocacy Centre for the Elderly (ACE) is a legal clinic paid for by the Ontario Legal Aid Plan. It offers legal help to people aged 60 or older, who have low incomes, and who live in Metro Toronto. ACE helps seniors who have problems with such things as pensions, long-term care, retirement homes, age discrimination, and elder abuse. You can write or visit ACE at:

120 Eglinton Ave. East, Ste 902,  
Toronto, Ontario  
M4P 1E2

or call (416) 487-7157.

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## **Lawyer Referral Service**

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The Law Society has a Lawyer Referral Service that helps the public choose lawyers. If you have a legal problem, call the Referral Service at 947-3330. Outside of Metro Toronto, call at no charge 1-800-268-8326 or from area code (807) call 1-800-668-8526.

You will be given the name of a Legal Referral Service lawyer who is close to your home and who is interested in your type of problem. Tell the lawyer you got his or her name through the Lawyer Referral Service. You will not be charged for up to a half hour meeting.

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## Dial-A-Law

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The Law Society's Dial-A-Law program has free phone tapes with legal information on many subjects. Things such as Criminal Law to Wills and Estates are all described in everyday language.

If you have a touch-tone phone, you can call the service 24 hours each day. If you have another kind of phone and live in Toronto, call 947-3333. If you live outside Toronto, but within the 416 area, use the no-charge number 1-800-387-2920. Ask for the tape you want. From (519), (613) and (705) areas call 1-800-387-2992 free. From (807) call 1-800-668-8525 free.

To get a copy of the Dial-A-Law tape list, call the Information Department in Toronto at 947-3465. From (416) (519) (613) (705) area numbers call 1-800-668-7380 free. From (807) call 1-800-387-9231 at no charge.

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## Libraries

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Ontario has 1,489 libraries where books, magazines, newspapers and audio-visual materials can be borrowed.

Large print and talking books for people who have poor eyesight are also offered. Public libraries also offer reference services and many other general interest programs.

If you are ill and cannot visit a library, some libraries may deliver books to you. Look under "*Public Libraries*" in the white pages of your phone book for numbers.

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## Nutrition and Food

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The Consumer Information Centre of the Ontario Ministry of Agriculture and Food has many print materials about food and nutrition. The centre also has print information about agriculture and horticulture. Most publications are free.

Experts in Toronto can answer phone calls and letters. If you write, please add your phone number so they can call you if more information is needed.

Write, telephone, or visit:

The Consumer Information Centre  
Ontario Ministry of Agriculture and Food  
801 Bay Street  
Toronto, Ontario  
M7A 2B2

(**Location:** two doors north of the main entrance of 801 Bay Street at College)

**General Inquiry:** (416) 326-3400  
**Agriculture:** (416) 326-3413  
**Home Gardening:** (416) 445-1552  
**Food and Nutrition:** (416) 326-3418

If you live outside Metro Toronto, call the nearest Ministry of Agriculture and Food office. These are listed under "*Agriculture and Food - Ministry of*" in the "*Ontario Government*" part of your telephone book's blue pages.

To get more information about food and health call or write:

Ontario Ministry of Health  
Health Information Centre  
Hepburn Block, 9th Floor  
Queen's Park  
80 Grosvenor Street  
Toronto, Ontario  
M7A 1S2

Telephone: (416) 327-4327  
Toll free 1-800-268-1153



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## Ombudsman

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The Ontario Ombudsman has the power to look into complaints against actions, decisions, procedures, and practices of the Ontario Government. These cover such things as services offered through Workers' Compensation, Ontario Health Insurance, Family Benefits, GAINS, retail sales tax and many others. The Ombudsman only deals with provincial matters. The Ombudsman's office does not look at things concerning federal or local governments, or decisions made by courts, judges and the Ontario Cabinet.

You must try all other types of help before seeking help from the Ombudsman. The Ombudsman's office tries to help you only after all others have failed to help with your problem. Write or call:

The Ombudsman of Ontario  
125 Queen's Park  
Toronto, Ontario  
M5S 2C7

Telephone: (416) 586-3300  
Toll free: 1-800-263-1830

Regional offices may be found in: North Bay, Timmins, Ottawa, Thunder Bay and Kenora. Other offices are in London, Windsor and Sault Ste. Marie. To contact your nearest office look under "*Ombudsman, Ontario*" in the "*Ontario Government*" part of your phone book's blue pages.

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## Ontario Advisory Council on Senior Citizens

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The Council advises the Government of Ontario on subjects affecting the well-being of Ontario's aged and aging people. Everyone who receives federal Old Age Security gets the newspaper "*Especially for Seniors*", from the Council every three months.

The Council learns about things affecting seniors by corresponding and consulting with seniors.

The Council promotes development of opportunities that offer self help for seniors.

You may reach the Council at:

Ontario Advisory Council on Senior Citizens  
700 Bay Street  
Suite 203, 2nd Floor  
Toronto, Ontario  
M5G 1Z6

Telephone: (416) 326-0175 - Voice/TDD  
Fax: (416) 324-6968

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## Ontario Association of Credit Counselling

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Members of the Ontario Association of Credit Counselling Services offer free, private advice on money problems and paying bills. Please look under "Credit Counselling Services" in the yellow pages of your phone book for the nearest office.

If there is no office in your community, call or write to:

The Ontario Association of  
Credit Counselling Services  
P.O. Box 189  
Grimsby, Ontario  
L3M 4G5

Telephone: 1-800-263-0260 (no charge)

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## Ontario Human Rights Commission

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The Ontario Human Rights Commission directs the "*Human Rights Code 1981*". It deals with equal treatment for everyone in housing, goods, services and contracts.

The code defines age as 18 years or more in all parts of the legislation, except employment where it is 18 to 65 years old.

For more information, call or write:

Ontario Human Rights Commission  
400 University Avenue  
Toronto, Ontario M7A 2R9  
Telephone: (416) 965-6841

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## Ontario Intercity Transportation Guide

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This free pocket-size guide is offered by the Ministry of Transportation. A colored map shows regular air, bus and rail routes, and if there is service each day. It also notes services to Pearson Airport.

About 275 communities appear on the map and list of place names. (An added 625 are listed in a grid index.) The Metro Toronto area is shown on a large map that notes GO and TTC subway connections.

A table showing expected travel times by car, bus, rail and air helps people plan trips. You can get the guide from ticket offices, and travel agents, and offices of the ministries of Transportation, Northern Development and Mines, and Tourism and Recreation.

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## Ontario Welcome House

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People new to Canada can use services of the Ministry of Citizenship's Ontario Welcome House. Offices are in Toronto, North York, Scarborough, Mississauga, and Hamilton.

Welcome House workers give information to newly arrived seniors, or their families, about government grants and special programs for seniors. They also have information about senior citizens' clubs, nursing homes and low-income housing.

If needed, they will help people fill out forms and applications. They will refer seniors to cultural groups. All services are free and offered in 39 languages and dialects.

Ontario Welcome Houses are located at:

### **Hamilton**

Ontario Welcome House  
2 King Street West  
Hamilton, Ontario  
L8P 1A1  
Telephone:  
(416) 521-7569

### **Mississauga**

Ontario Welcome House  
Confederation Place  
90 Dundas Street West  
Mississauga, Ontario  
L5B 2T5  
Telephone:  
(416) 848-4680

**North York**

Ontario Welcome House  
Downsview Plaza  
1056A Wilson Avenue  
Downsview, Ontario  
M3K 1G6  
Telephone:  
(416) 633-7180

**Scarborough**

Ontario Welcome House  
Brimley Place  
4439 Sheppard Avenue East  
Scarborough, Ontario  
M1S 1V3  
Telephone:  
(416) 965-9902

**Toronto**

Ontario Welcome House  
132 St. Patrick Street  
Toronto, Ontario  
M5T 1V1  
Telephone:  
(416) 965-3021

The Ontario Ministry of Citizenship has a book, *"Newcomer's Guide to Services in Ontario"* in several languages. This free book is for adult newcomers, their teachers and counsellors. To get a copy, call or write:

Citizenship Development Branch  
77 Bloor Street W., 15th Floor  
Toronto, Ontario  
M7A 2R9

Telephone: (416) 965-9919



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## Provincial Parks -- Conservation Authorities

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Many of Ontario's recreational and conservation areas are free or have low rates for seniors. Provincial Parks also have low entry rates for seniors. For a free pamphlet, *"Senior Citizens' Use of Ontario Provincial Parks"*, call or write:

Ontario Ministry of Natural Resources  
Public Information Centre  
Room 1640, Whitney Block  
Queen's Park  
Toronto, Ontario  
M7A 1W3

Telephone: (416) 965-3081

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## **Publications**

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The Ontario Ministry of Government Services sends out publications printed by the government's ministries and agencies. You can get copies by writing or visiting:

Publications Ontario  
880 Bay Street  
Toronto, Ontario

**or by mail through:**

Publications Ontario  
880 Bay Street, 5th Floor  
Toronto, Ontario  
M7A 1N8

**Telephone:**(416) 326-5300

**Toll-free from other Ontario communities:**  
1-800-668-9938

**hearing impaired call (416) 965-5130**  
**or, toll-free from other Ontario communities:**  
1-800-268-7905.

**You may also get publications at:**

Access Ontario  
Rideau Centre Mall  
Ottawa, Ontario  
K1N 9J7

Telephone: (613) 238-3630

Many public libraries have information on Ontario Government publications. Libraries that have this information have a "Depository Library" sign. You can also write the above address to get the *"Monthly Checklist for Ontario Government Publications"* each month.

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## Recreation

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The Ministry of Tourism and Recreation has staff all across the province. Most of these people work with municipal recreation authorities and regional groups.

Tourism and Recreation offices offer:

- \*Consultative services
- \*Leadership training
- \*Community planning information
- \*Research help
- \*Current information on recreation trends
- \*Help for innovative pilot programs
- \*Expert resource people
- \*Organizational development
- \*Access to an up-to-date resource centre
- \*Publications
- \*Facility development information

Your closest Tourism and Recreation office is listed in your telephone book's blue pages.

### Publications

<i>A Guidebook for Intergenerational Programming</i> ..	\$1.50
<i>Assessing Recreation Services for Older Adults in Small Communities</i> (bilingual) .....	\$6.00
<i>It's Up To You</i> (For leaders of pre-retirement programs, not those about to retire) .....	\$3.50
<i>Leisure Can Be Pleasure</i> (Changing Roles in Retirement) .....	\$1.75

- Options* (A handbook of retirement information and exercises for individuals and partners shifting gears and planning their leisure in later years) .....\$3.25
- Time On Their Hands* (A handbook for Planning Recreation Programs for the Homebound Elderly and those in Long Term Care Facilities) .....\$3.00
- Retirement Planning for Small Communities in Ontario* (A comprehensive manual designed to assist individuals and community groups plan and implement a retirement planning program using local and regional resources) .....\$10.00
- Camping with older adults* (A leadership manual for administrators of Residential and Day Camps) ....\$8.00

**The above publications may be ordered from:**

Publications Ontario  
880 Bay Street, 5th Floor  
Toronto, Ontario  
M7A 1N8

Telephone: (416) 326-5300

(Please refer to Publications, page 74, for telephone numbers if calling from other parts of Ontario).

Orders sent by mail must be accompanied by a cheque or money order made payable to the **Treasurer of Ontario**.

## **Tourism and Recreation Operations Regional Offices: Southwest Region**

### **Hanover**

427 10th Street  
2nd Floor  
Hanover, Ontario  
N4N 1P8  
(519) 364-1626

### **Kitchener**

30 Duke Street West  
4th Floor  
Kitchener, Ontario  
N2H 3W5  
(519) 578-3600

### **London**

255 Dufferin Ave.  
Suite 601  
London, Ontario  
N6A 5K6  
(519) 679-7156

### **Windsor**

250 Windsor Ave.  
Windsor, Ontario  
N9A 6V9  
(519) 256-4919

## **Central Region**

### **Barrie**

114 Worsley Street  
Barrie, Ontario  
L4M 1M1  
(705) 737-3301

### **Hamilton**

119 King Street  
8th Floor  
Hamilton, Ontario  
L8N 3Z9  
(416) 521-7244

### **Huntsville**

42 King William  
Street  
Huntsville, Ontario  
P0A 1K0  
(705) 789-4448

### **St. Catharines**

15 Church Street  
Suite 404  
St. Catharines, Ontario  
L2R 3B5  
(416) 684-2345

### **Toronto**

700 Bay Street  
8th Floor  
Toronto, Ontario  
M5G 1Z6  
(416) 965-0283



**East Region****Brockville**

2211 Parkedale Ave.  
Brockville, Ontario  
K6V 6B2  
(613) 342-5522

**Kingston**

1055 Princess Street  
Suite 304  
Kingston, Ontario  
K7L 5T3  
(613)545-4350

**Ottawa**

10 Rideau Street  
4th Floor  
Ottawa, Ontario  
K1N 9J1  
(613) 787-4000

**Peterborough**

305 Stewart Street  
Peterborough, Ontario  
K9J 3N2  
(705) 748-3711

**Northeast Region****North Bay**

147 McIntyre St. W.  
2nd Floor  
North Bay, Ontario  
P1B 2Y5  
(705) 474-3821

**Sault Ste. Marie**

499 Queen Street  
2nd Floor  
Sault Ste. Marie,  
Ontario  
P6A 1Z9  
(705) 942-3751

**Sudbury**

199 Larch Street  
4th Floor  
Sudbury, Ontario  
P3E 5P9  
(705) 675-4346

**Timmins**

22 Wilcox Street  
2nd Floor  
Timmins, Ontario  
P4N 3K6  
(705) 267-7117

## Northwest Region

### Thunder Bay

West Arthur Place  
1265 Arthur St. E.  
Thunder Bay, Ontario  
P7E 6E7  
(807) 623-5592

### Kenora

Ste. 201  
344 2nd St., S.  
Kenora, Ontario  
P9N 1G5  
(807)468-2450

### Fort Frances

616 Mowat Ave.  
Fort Frances, Ontario  
P9A 1Z3  
(807) 274-3259

### Dryden

479 Government Road  
P.O. Box 3000  
Dryden, Ontario  
P8N 3B3  
(807) 223-2271

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## Transportation

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Many towns and cities have set up ways to help seniors with local transportation. Seniors' clubs often have volunteer drivers to take seniors to clinics, shopping centres and recreational centres. Some taxi companies have low rates for seniors. In some communities special transit services have been developed for seniors. To find out what is offered in your area, contact your municipal offices or your local Community Information Centre. A listing of these Community Information Centres is located on pages 8 to 10 of this Guide.

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## Travel

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The Ministry of Tourism and Recreation has a "*Senior Citizens' Attractions Guide*". It gives information about historical places or tourist attractions where people who are 65 years old or older are given free or reduced rates. For this guide and other useful information call:

Ontario Travel  
Queen's Park  
Toronto, Ontario  
M7A 2E5

**From the Toronto calling area**

Telephone: (416) 965-4008 (English)  
(416) 965-3448 (French)

**From Canada and Continental U.S.A. (except Yukon, N.W.T. and Alaska)**

Telephone (toll-free):  
1-800-ONTARIO (668-2746)

**From Canada (except Yukon and N.W.T.)**

**French :**

Telephone (toll-free): 1-800-268-3736

**Telephone Device for the Deaf:**

(416)965-6027 (or call collect)

# Tax Grants and Exemptions

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## Ontario Tax Grants

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Two Ontario Tax Grants are offered to qualified seniors.

### **Sales Tax Grant**

Gives \$50 each year to every Ontario senior who is 65 by December 31. Those with Old Age Security get this money without applying.

### **Property Tax Grant**

The property tax grant is paid each year to all qualifying senior households who own or rent their homes. The grant is equal to actual property taxes or 20 per cent of yearly rent up to \$600.

For the first year seniors receive one cheque for the full property tax grant. To receive this payment seniors must complete and return the property tax grant application form.

After the first year the grant is paid to seniors in two cheques. The first cheque is sent automatically in the spring.

The second cheque is sent in the fall.

To receive this payment a senior must complete and return a new property tax grant application form.

To avoid delay in payment, seniors are advised to complete and return their property tax grant application shortly after receipt.

You can get more information in the brochure "Ontario Tax Grants for Seniors".

**In all areas:**

dial 1-800-263-7965

**Telephone Device for the Deaf:**

dial 1-800-263-7776

**or write to:**

Ministry of Revenue  
Guaranteed Income and Tax Credit Branch  
P.O. Box 624  
33 King Street W.  
Oshawa, Ontario  
L1H 8H8

**or visit:**

The Public Enquiry Centre  
Ministry of Revenue  
50 Grosvenor Street  
(1 block south of Wellesley Street just west of Bay Street)  
Toronto, Ontario  
M5S 2V3

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## Tax Exemption: Disabled and Seniors in the Community Program

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Improvements to the home may not increase property taxes if they help disabled persons to live there. Changes made to a home after May 15, 1984 are covered. This tax plan is aimed at having seniors and disabled persons stay in their homes. It is given as long as the building is the main home of the senior or disabled person. The number of living units on the property cannot be more than three.

You can get more details on this program by calling a Regional Assessment Office. These are listed under "*Revenue - Ministry of*" in the *Ontario Government* part of a phone book's blue pages. Call the number listed or one of these no-charge numbers:

**All Ontario:** dial 1-800-263-7965, (no charge).

**Telephone Device for the Deaf:** dial 1-800-263-7776 or visit:

The Public Enquiry Centre  
Ministry of Revenue  
50 Grosvenor Street  
(1 block south of Wellesley, just west of Bay)  
Toronto, Ontario  
M5S 2V3



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## **Municipal Elderly Residents Assistance Act**

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A limited number of Ontario municipalities may allow tax credits for property taxes levied on residential property owned and occupied by senior citizens. To find out if your municipality participates and whether you are eligible for the program, contact your Municipal Tax Office listed under "*Taxes*" in the "*Local Government*" section of your telephone book's blue pages.

# Seniors' Organizations

Association of Jewish Seniors  
3rd Floor  
530 Wilson Avenue  
North York, Ontario  
M3H 1T6  
(416) 635-2860

Canadian Council of Retirees  
c/o The Canadian Labour Congress  
Room 305, 15 Gervais Drive  
Don Mills, Ontario  
M3C 1Y8  
(416) 488-7707

Canadian Pensioners Concerned  
Ontario Division  
51 Bond Street  
Toronto, Ontario  
M5B 1X1  
(416) 368-5222

La Fédération des aînés francophones de l'Ontario  
75 Bruyère Street, Apt. 373 "B"  
Ottawa, Ontario  
K1N 5C7  
(613) 235-4258

Older Adult Centres' Association of Ontario  
1220 Sheppard Avenue East  
Suite 409A  
Willowdale, Ontario  
M2K 2X1  
(416) 495-4061

One Voice Seniors Network  
350 Sparks Street  
Suite 901  
Ottawa, Ontario  
K1R 7S8  
(613) 238-7624

Ontario Advisory Council on  
Senior Citizens  
2nd Floor, Suite 203  
700 Bay Street  
Toronto, Ontario  
M5G 1Z6  
(416) 326-0175

Ontario Association of Residents' Council  
Castlevue Wychwood Towers  
351 Christie Street  
Toronto, Ontario  
M6G 3C3  
(416) 535-3718

Ontario Coalition of Senior Citizens'  
Organizations  
530 Wilson Avenue, 3rd Floor  
North York, Ontario  
M3H 1T6  
(416) 631-0969

Committee on Aging  
Ontario Social Development Council  
1 Valleybrook Drive, Suite 405  
Don Mills, Ontario  
M3B 2S7  
(416) 444-1980

Senior Talent Bank Association of Ontario  
161 Eglinton Avenue East, Suite 806  
Toronto, Ontario  
M4P 1J5  
(416) 483-2626

Superannuated Teachers of Ontario  
1260 Bay Street  
Suite 601  
Toronto, Ontario  
M5R 2B1  
(416) 962-9463

Third Age Learning Associates  
Glendon College  
Room 174, York Hall  
2275 Bayview Avenue  
Toronto, Ontario  
M4N 3M6  
483-8834

United Senior Citizens of Ontario  
3033 Lakeshore Blvd. West  
Toronto, Ontario  
M8V 1K5  
(416) 252-2021

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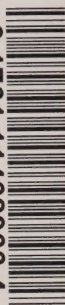


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Ontario

Ministry of  
Citizenship

Office for  
Senior Citizens' Affairs

ISBN 0-7729-6506-4  
(English)  
300M/01/91